Labour Canada / Travail Canada

March 1982

Official Languages

Annual Report

Canada

FOREWORD

Labour Canada is committed to the implementation of the federal government's policy on official languages. Intensified efforts towards the realization of the three major objectives of the policy (service to the public, language of work, and equitable participation) are evident in all areas of the department.

This annual report outlines the status of official languages in the department as of March 31st last, and the areas which will be given special attention in the coming year. Labour Canada has already made commendable progress and intends to continue its efforts in all areas to ensure that the federal policy on official languages is successful. The current progress report and revised plan are based on previous ones and on the department's 1978 Official Languages Policy Statement. Labour Canada intends to replace the policy statement by a departmental directive during 1982-1983.

I rely on the cooperation of every Labour Canada manager and employee to implement departmental objectives related to official languages and I will support all measures which will ensure the success of the Official Languages Program.

Mark R. Daniels
Deputy Minister

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SUMMARY

Labour Canada firmly believes that its efforts, since the publication of the October 1980 Official Languages Annual Report, have resulted in the attainment of many of the objectives outlined in the 1980 revised plan. The department is aware of the many stages which remain before the implementation of the federal policy on official languages is completed and is committed to doing everything for the program's success.

The department has taken many steps to respect the federal government's commitment in matters related to official languages notably in the areas of service to the public, language of work, and the equitable participation of the two official language communities.

Last year, the Treasury Board approved Labour Canada's annual report and revised plan on official languages subject to certain conditions. First the department was instructed to identify all offices where the demand for bilingual services is considered significant, and second that it increase its francophone human resources.

Accordingly, the Personnel Management Committee, chaired by the deputy minister and consisting of assistant deputy ministers and directors, drew up a list of offices where the demand for service in the other official language was considered to be significant. These offices are located in Moncton, Québec, Montréal, Head office, Ottawa, and Sudbury. The list was amended in November 1981 to include offices in Fredericton, Toronto, and Winnipeg, as required by the Treasury Board changes to the policy on official languages.

As a means of maintaining and increasing the overall francophone participation in Labour Canada, the department reviewed all the possible retirements for the coming ten years relating to bilingual positions. Furthermore, the deputy minister formally committed himself vis-à-vis Treasury Board ensuring that the department's succession plan encourages the development of francophones with potential so that they may become fully qualified for positions which may become available within the department.

The department also revised its directive on imperative staffing. This measure, though not aimed at increasing francophone participation, greatly contributed to balance the level of representation for the two linguistic groups.

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Accountable management

Among the measures taken to implement the policy, the department is moving towards increased management accountability for the Official Languages Program by having managers report to the deputy minister regarding the implementation of the program in their respective area of responsibility. Labour Canada feels that accountable management is the cornerstone of an effective and efficient implementation of the policy.

To this end, managers must answer a questionnaire designed to evaluate the degree of progress in their area of responsibility. This is done once for the mid-year review and another time as background material for the revised plan and the annual report. The department uses the questionnaire and its analysis as an audit system through which the Personnel Management Committee and managers obtain a reliable indication of the department's linguistic situation and of the areas where activities must be reinforced and efforts concentrated. In the coming year, the committee will also invite managers to the monthly meetings so they can make a presentation on the implementation of the program and the results in their respective responsibility centres.

Labour Canada will issue a departmental directive on official languages and will require managers, as well as regional directors, to modify and adapt it to their area of responsibility. The result will be the development of a series of policies, by directorate and by region, which will respect the spirit of the departmental official languages policy. Managers will participate in the elaboration of measurable and viable objectives for their directorate and will thus be in a better position to conduct the appropriate follow-up.

Service to the public

Labour Canada has adopted the following definition of the public which includes the following: any public servant from the department or other departments, agencies, commissions and crown corporations; provincial and municipal public servants; agencies, associations, unions, universities, and finally, members of the public at large.

The department offers the full complement of its services in many bilingual regions and all its publications in both official languages. Managers ensure that employees respect the policy by reminding their subordinates regularly of their obligations and rights in matters related to bilingualism. All documents prepared for national distribution are published simultaneously in both official languages.

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The period of time between the distribution of the English and French versions of the "Collective Bargaining Review" has been substantially reduced and the Co-ordinator of Translation Services will ensure that this publication meets the department's bilingualism standards.

The quality and the quantity of services offered in both official languages should increase as a consequence of the Personnel Management Committee's decision to establish the acceptable minimum linguistic requirement at the "B" level for positions in which incumbents deal with the public.

Language of work

The predominant language of work in the department remains English. This may be partially attributed to the nature of the department's clientele, working habits acquired by employees, and to a certain lack of pressure for services in French from the public. However, Labour Canada believes that the onus to provide services in French should not rest on its clientele and employees and therefore promotes a more pro-active approach.

Managers encourage and guarantee that Francophones may work, participate at meetings, and write their documents, in the official language of their choice. A few directorates have identified French as the language of work for one day of the week. Managers also ensure that supervisors respect the policy on official languages and supervise employees in their preferred official language. The department relies greatly on imperative staffing as a short term measure and on language training for longer term results.

Most of the directorates grant priority to supervisors for training in their second language. The Personnel Branch has set up a system by which candidates nominated on a conditional basis can be identified and have their language training plan prepared as soon as they undertake their duties.

For the next two or three years, the emphasis for the implementation of the program will be placed on the guarantee that employees will be supervised in the official language of their choice. Labour Canada believes that this element is of prime importance considering the effect a supervisor has on the working environment and that his or her linguistic proficiency will reflect on the atmosphere and the language of work.

A working environment favourable to the development of the two official languages can only lead to a greater number of employees being able to express themselves in both languages and therefore to an improvement of the quality and quantity of bilingual services offered.

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Equitable participation

To achieve its objectives, the department will require the full participation of both official language communities. As the global anglophone representation is more than adequate, francophone participation, at all levels and in all occupational groups, is to be encouraged without derogation to the merit principle. The department increased the overall percentage of francophone human resources by 3.3 percent and progressed in specific categories such as Executive, Administration and Foreign Services, Scientific and Professional, and also Technical.

Category	Executive		Administration & Foreign Service		Scientific & Professional		Technical	
Year								
1980	3	21,%	63	22,%	4	9,%	2	6,%
1981	4	25,%	77	23,1%	7	15,2%	9	22,5%
Rate of increase		4 %		1,1%		6,2%		16,5%

ADMINISTRATION OF THE PROGRAM

The Personnel Branch has staffed all positions pertaining to official languages namely, that of the Coordinator of the Official Languages Information System and the Official Languages Adviser. The Communication Services Directorate has also hired a Coordinator of Translation Services. The department now possesses all that is necessary for the administration of the program. In addition, it uses the questionnaire sent to managers and different statistical tables maintained by the Personnel Branch as a control mechanism and an audit system of its Official Languages Program.

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PROGRESS REPORT

SERVICE TO THE PUBLIC

Statement of goal: to ensure that the various publics of Labour Canada can obtain services from and communicate with the department at an equivalent level in both official languages, and that they be aware that services are available in both official languages.

Labour Canada is satisfied that it has met its primary objective regarding service to the public. No complaints against the department were forwarded to the Office of the Commissioner of Official Languages which was a secondary goal. Although the department has a restricted clientele, it offers all its services in the two official languages in regions designated as bilingual.

1980-1981

The department met all its objectives and targets for the year 1980-1981. Employees received a copy of and comply with the departmental directive on the necessity for courteous telephone service to the public in both official languages. Printing Services ensures that the two versions of a document are published simultaneously and that no report or document for public distribution is printed if it does not exist in the two official languages.

1981-1982

During the fiscal year 1981-1982, Labour Canada had to modify some of the objectives outlined in its revised plan published in the Official Languages Annual Report in October 1980. This can be attributed to the fact that the department did not have all the necessary full-time human resources for the most effective implementation of its official languages program.

In November 1981, the department reviewed and revised its directive on imperative staffing. This contributed to making management aware of the usefulness of the process and to assuring that positions with a bilingual designation which offer a service to the different publics, have incumbents who are capable of functioning satisfactorily in both official languages. The department also drew up a list of positions which will require imperative staffing in the next ten years. The department met every objective which had a direct impact on service to the public.

Objectives Fully Attained

The Personnel Management Committee identified the services that headquarters, regional and district offices offer in the official language of the minority. The committee also designated some offices as bilingual, namely those in Moncton, Montréal, Québec, Ottawa and Sudbury. In November 1981, offices in Fredericton, Toronto, and Winnipeg were added to the list, as specified by the changes made to the Policy on Official Languages by Treasury Board. Managers are accountable for providing bilingual services to the public of the minority official language in these areas.

Departmental emphasis is placed on management accountability particularly through increased participation in the elaboration of guidelines and in the implementation process. Through the Official Languages Information System (OLIS), the Personnel Branch provides linguistic data on all the department's responsibility centres. This is done on a quarterly basis and allows managers to be aware of their unit's bilingual capacity at all times and at all levels. Managers regularly ensure that employees follow the departmental directive on telephone service in the two official languages due to its importance to public relations. Managers also used imperative staffing to fill bilingual key-positions serving the public and in the coming year the department will encourage this staffing method.

The Personnel Branch assisted managers in identifying employees, who did not meet the linguistic requirements of their positions and their status, using data from OLIS and report "DLO:B998". This report also indicated positions which will require imperative staffing because incumbents have not met the required level of bilingualism in the last three years.

Managers prepared a language training plan for employees who did not meet the language requirements of their positions. The Personnel Branch set up a control system enabling them to identify candidates appointed on a conditional basis and allowing managers to prepare a language training plan for them as soon as they started working in the unit.

Regarding services offered to the official language minority population located in unilingual regions, Labour Canada has a centralized information service to answer their requests in their language. The service consists of a telephone number at the department's headquarters. As required by the changes to the policy, the department identified contact-persons in each bilingual regional office and will inform the minority population in the nearby areas.

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Since January 1982, the Communication Services Directorate is able to rely on a Coordinator of Translation Services, whose mandate is to ensure that every document for general distribution is issued simultaneously in the two official languages.

Objectives Partially Attained and Maintained

In the last report, the department through the Communication Services Directorate, planned to develop a policy and related procedures for the issuing of documents in the two official languages. However it was necessary to defer this to May 1982. When it has been completed it will become part of the departmental policy on official languages. Even though no formal guidelines exist, Printing Services and the Coordinator of Translation Services ensure that the federal policy is respected.

The department took measures to publish the "Collective Bargaining Review" simultaneously in the two official languages. The publication time between the two versions was reduced from eight to two weeks. The department will invest all the necessary resources to eliminate this time and has instructed the Coordinator of Translation Services to ensure that this objective is met during the next year.

Revised Objectives

Rather than having a number of policies related to official languages as mentionned in the last annual report, the department believes it may be more advantageous to combine the many elements and form one departmental policy on official languages. This policy will replace the Statement of Policy issued in 1978 and should be in effect by June 1982.

Another past objective was to have managers revise the linguistic proficiency level of positions offering a service to the public when the current level proved to be inadequate. Managers were able to revise the linguistic profile of positions when a staffing action was taken, however there was no overall revision. Every position in the department, particularly those serving the public, will be revised between the months of May and September. Managers will then revise the profile whenever positions become vacant or as the need arises.

The Policy Coordination and Liaison Directorate intended to conduct a survey on the satisfaction of Labour Canada's various publics regarding services in the language of their choice. However, due to the lack of human resources, the survey was postponed to the beginning of the new fiscal year. The department decided to set-up a feedback system which offers information on a continual basis in addition to the general survey which may prove restrictive. The system should be implemented by the month of May.

The department still has to periodically verify if employees conform entirely to the policies and guidelines in relation to service to the public. The public feedback system will also be useful as a progress indicator. There will be a summary audit in the fall, for the mid-year review.

The Communication Services Directorate planned to offer employees at headquarters a linguistic service to review and correct letters, memos, and reports of less than 300 words. This was delayed until January 1982 when the Coordinator of Translation Services was hired. The system is now in operation.

LANGUAGE OF WORK

Statement of goal: Labour Canada shall ensure that employees are provided with the opportunity to work and pursue a career in the official languages of their choice at headquarters and in bilingual regions.

In Labour Canada, the language of work is crucial to the effective implementation of the official languages program. The quality and quantity of French services in work units will improve only if there exists an atmosphere favourable to bilingualism. This will depend primarily on individual managers' sense of accountability for official languages.

1980-1981

Labour Canada has elaborated its language of work objectives based on two aspects. One affects the employee directly and the other concerns the administration of the official languages program. Most of the objectives in this area have been attained. A most striking success can be seen in the emphasis placed on language training for supervisors to permit them to perform their duties effectively in the two official languages, thus increasing the opportunities for employees to express themselves in the language of their choice. An employee can now indicate, on the Performance Appraisal Form, the preferred official language for his or her supervision. Managers and supervisors must also confirm that incumbents in bilingual positions meet the language requirements at the time of their appraisal.

The revision of the linguistic identification of a position is on-going and takes place automatically every time a position is staffed and whenever a program, branch or regional office is reorganized. This is done to ensure that the department respects the spirit of the policy and to certify that the linguistic profile reflects the real needs of the position, the work unit, and of the department.

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Most work instruments and publications exist in the two official languages, except in unilingual regions or when the material originated from a source other than the federal government. Minutes and agendas of meetings are always available in the two official languages at headquarters and in bilingual regions. Printing Services ensures that documents which are not in a bilingual format are returned to the originator.

1981-1982

The department is fully aware of the importance of this federal goal and in the last year, Labour Canada has better defined and strengthened the orientation of its official languages program.

Objectives Fully Attained

One innovative measure which is particularly noteworthy is what some directorates call "French Thursdays". Every Thursday it is agreed that French is the language of work and everyone makes an effort to use French. It has been so successful that other branches and directorates in addition to Finance, Personnel and Operational Services, may also participate and it may increase from one to two days a week.

The official languages program at Labour Canada is based on the principle of management accountability. Management must answer a questionnaire, once at the time of the mid-year review and also at the time of the annual report to account for the implementation of official languages in their respective responsibility centres. The results of these questionnaires indicate that progress is being made.

Supervisors are aware of their obligations toward supervising employees in the official language of their choice. The Personnel Branch modified the Performance Appraisal Form to indicate that employees can demand to be evaluated in the official language of their choice. The revised appraisal form focuses more precisely on managers' accountability to the implementation of the official languages program. Managers attest that employees in their area are supervised in the official language of their choice.

Managers indicated that work instruments were always available in the two official languages, except where material originates from a provincial government, another country or institutions in the private sector.

Managers ensure that bilingual employees can work in the two official languages; first to permit them to maintain their knowledge of the second language and also reinforce the fact that francophones can work in their language. This aspect is more important now that managers must certify that there are opportunities for employees to use the other official language in those units where language training is requested.

Objectives Partially Attained and Maintained

The majority of managers state that employees dealing with the St.Lawrence region are proficient in French. The others ensure that communications with the St.Lawrence region are in French as much as possible. Personnel will ask the region to report any departmental correspondence which is received only in English.

The department published an information bulletin whenever policies on official languages changed significantly. Personnel will publish a bulletin on a regular basis to inform employees and as a pleasant and practical learning tool.

The Communication Services Directorate attempted to establish a revision service and proofreading service in French, but was unable to do so until January 1982, when the position of Coordinator of Translation Services was staffed.

Revised Objectives

The department intended to issue a series of departmental directives related to official languages. This objective has been revised and instead an official policy on official languages as well as guidelines will be established. The policy should be issued and in force by the month of June.

Labour Canada will publish, around April 1982, a brochure explaining employees' rights and obligations in matters of bilingualism. The department will also distribute the booklet that Treasury Board will issue on the subject. To ensure that employees are well informed, the department will hold several information sessions in September and during the summer when the regions are being visited; these sessions will address themselves to employees, supervisors, and management.

In September 1982, Personnel will also verify the degree of employee satisfaction in relation to their language of work. The results of the evaluation and recommendations will be forwarded to the Personnel Management Committee and to managers who will take corrective action.

Every position in the department will be reviewed, beginning in May 1982. This revision will then be done on a continual basis whenever a position requires a staffing action. The Personnel Management Committee has agreed that the following aspects will be taken into consideration: inadequate level of bilingualism for a position; incongruity in the proficiency required in the two official languages; the elimination of ambiguous levels such as Either/Réversible, or recourse to level A; that the linguistic profile reflects the actual needs of the position, of the work unit, and of the department.

EQUITABLE PARTICIPATION

Statement of goal: Labour Canada should ensure within the merit principle, full participation from both official languages groups at all levels, as well as the protection of their rights and the reflection of their cultural values.

Labour Canada believes that institutional bilingualism will not be possible until a balanced and equitable representation of the two official languages communities exist.

1980-1981

The department encouraged francophone participation in development programs and offers the Labour Affairs Officers Program, which should provide development opportunities for employees, a proportion of which will be francophones.

1981-1982

Objectives Fully Attained

Personnel designated the Chief of Staffing as the person responsible for the staffing of bilingual positions and for the recruitment of francophone employees.

In addition to the use of internal development programs such as the Labour Affairs Officer Development Program, Personnel also uses job rotation programs to promote the development of employees in general and of francophones in particular.

The Personnel Branch compiles and distributes statistics on francophone participation to all directors so that they are more aware of related activities and of cases where changes may be necessary.

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Objectives Partially Attained and Maintained

The department increased the overall francophone participation by 3.3 percent in the last year. The department intends to increase francophone representation in specific groups such as EX, SM, AS and ES, to reach the average rate of participation in the public service.

The department used francophone candidates on detached assignment and received CAP candidates and Special Assignment Pay Plan (SAPP) participants as a means to increase francophone resources.

Revised Objectives

The department did not have to complete a report on francophone participation, but it still intends to produce one to use as a human resources management tool. The final report will be submitted in December to the Personnel Management Committee who will then approve it and issue the necessary guidelines.

Personnel will proceed, in June 1982, with an employee census, the main purpose of which is to permit employees to confirm their first official language and also to ensure that files are up to date.

ADMINISTRATION OF THE PROGRAM

Statement of goal: Labour Canada shall administer and monitor all aspects of the Official Languages Program within the department to assist management in achieving full implementation of their revised plan.

1980-1981

The administration of the official languages was integrated with human resources planning. The program was part of the Personnel Management Planning. A questionnaire was sent to managers, asking them to indicate the progress made in their sector and their human resources planning for all special groups for the next year.

1981-1982

Objectives Fully Attained

In November 1981, Personnel has appointed an Official Languages Adviser whose functions consist mainly of ensuring the implementation of mechanisms designated to attain the objectives of the official languages program.

The department monitors and audits the implementation of the program twice a year and uses statistics kept in the different disciplines of personnel administration. The Senior Management Committee shall ensure that feedback from managers is received on time and meets the necessary requirements.

Revised Objectives

In the department's revised plan, Personnel was to assist every director in the preparation and implementation of their action plan for official languages. The department has decided to formulate a departmental policy and to ask directorates, at headquarters and in bilingual regions, to adapt it to formulate regional policies. This will take place between the months of June and September. Managers and employees will be informed of every aspect of official languages that concerns them through information sessions and publication of bulletins.

Instead of going through employees' files and informing each one of the linguistic data appearing on file, Personnel will conduct a census, around June, asking employees to correct any erroneous information. This operation could be repeated on a regular basis or subsequently be done only for the new employees.

Conclusion

In its revised plan, Labour Canada indicated that the main priority was the promulgation of a firm departmental policy, which will clearly trace the orientation of the Official Languages Program as established by the Personnel Management Committee.

The department also believes that great importance should be placed on the languages of work and on the ways to ensure a working atmosphere favourable to bilingualism.

Labour Canada will inform employees of career paths within the department, notably succession plans and imperative staffing provision, and will encourage the candidacy of francophones when filling senior positions.

The Personnel Management Committee has indicated that the linguistic profile of every position will form the object of a global revision to ensure an adequate level of institutional bilingualism.

These measures aim at one main objective: to ensure that the federal government's goal is accomplished in a reasonable and realistic framework for all managers and employees of Labour Canada.

SUPPORTING DATA

Table I – Distribution of Public Servants
by Employment Category and First Official Language

Tableau I – Distribution des fonctionnaires
par catégorie d'emploi et première langue officielle

Department/Ministère Labour Canada/
Travail Canada

Employment Category / Catégorie d'emploi — First Official Language / Première langue officielle	Executive / Direction		Administrative and Foreign Service / Administration et service extérieur		Scientific and Professional / Sciences et professions		Technical / Technique		Administrative Support / Soutien administratif		Operational / Exploitation		Total / Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
English/Anglais	12	75.	256	76.9	39	84.8	31	77.5	227	66.4	2	66.7	567	72.7
French/Français	4	25.	77	23.1	7	15.2	9	22.5	115	33.6	1	33.3	213	27.3
Total	16	100	333	100	46	100	40	100	342	100	3	100	780	100

Date 81.XII.31

Table II · Profile of Position Language Requirements, by Employment Category

Tableau II – Profil des exigences linguistiques des postes par catégorie d'emploi

Department/Ministère Labour Canada/ Travail Canada

Employment Category / Catégorie d'emploi — Linguistic Status / Situation linguistique	Executive / Direction		Administrative and Foreign Service / Administration et service extérieur		Scientific and Professional / Sciences et professions		Technical / Technique		Administrative Support / Soutien administratif		Operational / Exploitation		Total / Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Bilingual/Bilingue	14	78.8	197	47.6	31	52.5	17	34.7	190	43.8	0	0	449	45.9
English Essential/ Anglais essentiel	4	22.2	193	46.6	26	44.1	32	65.3	218	50.2	2	40.	475	48.5
French Essential/ Français essentiel	0	0	2	0.5	0	0	0	0	9	2.1	0	0	11	1.1
English or French Essential/ Anglais ou français essentiel	0	0	22	5.3	2	3.4	0	0	17	3.9	3	60.	44	4.5
Total	18	100	414	100	59	100	49	100	434	100	5	100	979	100

Date 81.XII.31

Table III – Profile of Linguistic Proficiency Required in Bilingual Positions

Tableau III – Profil de la compétence linguistique requise dans les postes bilingues

Department/Ministère Labour Canada/ Travail Canada

Bilingual Positions / Postes bilingues		Executive / Direction		Administrative and Foreign Service / Administration et service extérieur		Scientific and Professional / Sciences et professions		Technical / Technique		Administrative Support / Soutien administratif		Operational / Exploitation		Total / Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Required proficiency in speaking in English/ Compétence requise en expression orale en anglais	C	8	57.1	47	23.9	16	51.6	3	17.6	15	7.9	0	0	89	19.8
	B	6	42.9	147	74.6	15	48.4	11	64.7	118	62.1	0	0	297	66.1
	A	0	0	2	1.0	0	0	2	11.8	54	28.4	0	0	58	12.9
	R	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	P	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speaking skill in English not required/Habileté en expression orale en anglais non requise		0	0	1	.05	0	0	1	5.9	3	1.6	0	0	5	1.1
Total		14	100	197	100	31	100	17	100	190	100	0	100	449	100
Required proficiency in speaking in French/ Compétence requise en expression orale en français	C	4	28.6	30	15.2	7	22.6	2	11.8	21	11.1	0	0	64	14.3
	B	10	71.4	156	79.2	24	77.4	11	64.7	114	60	0	0	315	70.2
	A	0	0	10	5.1	0	0	3	17.6	52	27.4	0	0	65	17.5
	R	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	P	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speaking skill in French not required/Habileté en expression orale en français non requise		0	0	1	0.5	0	0	1	0.9	3	1.6	0	0	5	1.1
Total		14	100	197	100	31	100	17	100	190	100	0	100	449	100

Date 81.XII.31

Table IV – Profile of Linguistic Capacity of Employees in Bilingual Positions

Tableau IV – Profil des capacités linguistiques des employés dans les postes bilingues

Department/Ministère Labour Canada/ Travail Canada

Bilingual Positions by Employment Category / Postes bilingues par catégorie d'emploi	Executive / Direction		Administrative and Foreign Service / Administration et service extérieur		Scientific and Professional / Sciences et professions		Technical / Technique		Administrative Support / Soutien administratif		Operational / Exploitation		Total / Total	
Linguistic Proficiency of Employees / Compétences linguistiques des employés	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Employees who meet the language requirements of their position/Employés qui rencontrent les exigences linguistiques de leur poste	9	69.2	125	78.1	22	81.5	13	86.7	126	80.3	0	0	295	79.3
Employees currently undertaking language training (continuous, cyclical or part-time)*/ Employés présentement en formation linguistique (continue, cyclique ou à temps partiel)*	1	7.7	4	2.5	0	0	0	0	5	3.2	0	.0	10	2.7
Employees for whom language training* is planned/Employés pour qui formation linguistique* est planifiée	0	0	10	6.3	0	0	0	0	11	7.0	0	0	21	5.6
Employees who are exercising entitlements to occupy bilingual positions without meeting the language requirements of the position/Employés qui exercent leurs droits d'occuper des postes bilingues sans satisfaire aux exigences linguistiques des postes	3	23.1	21	13.1	5	18.5	2	13.3	15	9.5	0	0	46	12.4
Total number of employees occupying bilingual positions/ Nombre total d'employés occupant des postes bilingues	13	100	160	100	27	100	15	100	157	100	0	100	372	100

*Note: Do not include language training unrelated to the language requirements of bilingual positions.
Ne pas inclure la formation linguistique non reliée aux exigences linguistiques des postes bilingues.

Date 81.XII.31

Table V List of 'Significant Demand' Localities Served by Department

Tableau V Liste des endroits desservis par le ministère où la demande est "importante"

Department/Ministère Labour Canada/Travail Canada

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Atlantic Region/ Région de l'Atlantique;	Fredericton Moncton
Great Lakes Region/ Région des Grands Lacs;	Ottawa Toronto Sudbury
Central Administration/ Administration centrale	
Central Region/ Région du Centre;	Winnipeg

COST REPORT RAPPORTS DES COÛTS

Official languages program activities Activités du programme des langues officielles	Past year 2 Année précédente 2 1980-81		Past year 1 Année précédente 1 1981-82		Current year Année courante 1982-83		Upcoming year Année financière suivante 1983-84	
	PY AP	($ 000)	PY AP	($ 000)	PY AP	($ 000)	PY AP	($ 000)
1. Implementation Costs/Coûts de mise en oeuvre								
1.1 Language Training/Formation Linguistique	Special arrangement, no cost for department/ arrangement spécial, aucun frais pour le ministère							
a) In-House Training/Cours maison								
b) Replacement/Remplacement	3.8	60.1	2	28	2	28	3	45
1.2 Simultaneous Interpretation/Interprétation Simultanée	-	3	-	3	-	4	-	5
Sub-Total/Sous-Total		63.1		31		32		50
2. Program administration/administration du programme								
2.1 Salaries/Salaires								
a) General administration/administration générale	1	30	1	26	1	28	1	30
b) Language Training & Testing/ Formation Linguistique & Testing	1.5	33	1.5	34	1.5	36	1	22
c) Translation coordination/ coordination de la traduction	-	-	1	24	1	26	1	28
d) Monitoring & Audit/Surveillance & vérification	-	1	-	4	-	4	-	-
e) OLIS/SILO	1	21	1	23	1	25	1	27
Sub-Total/Sous-Total		85		111		119		107
3. Bilingualism bonus/Prime au bilinguisme		189.6		149.8		164.8		190.0
TOTAL		337.7		291.8		315.8		347.0

REVISED PLAN

REVISED PLAN PLAN RÉVISÉ

Statement of departmental objective: / Énonce de l'objectif du ministère:

Language of Work: Labour Canada shall ensure that employees are provided with the opportunity to work and pursue a career in the official language of their choice at headquarters and in bilingual regions.

Goals (in order of priority) / Buts (par ordre de priorité)	Goals / Buts		Results forecast / Résultats prévus				Respons. centre / Centre de respons.	Control dates / Dates de contrôle	
	Revised / Revisé	New / Nouveau	Current year / Année courante 1982-83	Upcoming yr / Année financière suivante 1983-84	Planning year 1 / Année de plan. 1984-85	Planning year 2 / Année de plan. 1985-86		Monitoring / Surveillance	Auditing / Vérification
I. To issue a departmental policy on official languages		X	June	Revision	Revision	Revision	.P.M.C. .Personnel	July December	January
II. To ensure that all employees situated in bilingual areas of the Department are aware of their rights, privileges, and obligations, under the Official Languages Policy.		X	100%	100%	100%	100%	.Manager .Personnel	July December	January
III. To review the linguistic profile of all senior management positions and ensure that all these positions are bilingual and require a level "B" as an acceptable minimum.		X	100%	100%	100%	100%	.Manager .Personnel	July December	January
IV. To review the linguistic profile of every position and ensure that all positions designated bilingual require a level "B" as an acceptable minimum.		X	100%	100%	100%	100%	.Manager .Personnel	July December	January

REVISED PLAN PLAN RÉVISÉ

Statement of departmental objective: Énonce de l'objectif du ministère: Language of Work

Goals (in order of priority) Buts (par ordre de priorité)	Goals Buts		Results forecast Résultats prévus				Respons. centre Centre de respons.	Control dates Dates de contrôle	
	Revised Revisé	New Nouveau	Current year Année courante 1982-83	Upcoming yr Année financière suivante 1983-84	Planning year 1 Année de plan. 1984-85	Planning year 2 Année de plan. 1985-86		Monitoring Surveillance	Auditing Verification
V. To ensure that supervisors see that employees be able to work in the official language of their choice.	X		75%	85%	95%	100%	Manager	July December	January
VI. To prepare the language training plan and to ensure that incumbents of senior management position who do not meet the language requirements of their position be trained accordingly.		X	80%	85%	90%	95%	Manager	July December	January
VII. To ensure that incumbents of bilingual positions meet the language requirements of the position.	X		* 90%	95%	100%	100%	Manager	July December	January
VIII. To review the linguistic profile of all positions within the Department having different proficiency levels in each of the official languages in order to correct and balance the situation.		X	100%	100%	100%	100%	Manager	July December	January

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REVISED PLAN PLAN RÉVISÉ

Statement of departmental objective: / Énoncé de l'objectif du ministère:

Service to the Public: To ensure that the various publics of Labour Canada can obtain services from, and communicate with the department and at an equivalent level in both official languages, and that they be aware that services are available in both official languages.

Goals (in order of priority) / Buts (par ordre de priorité)	Goals / Buts		Results forecast / Résultats prévus				Respons. centre / Centre de respons.	Control dates / Dates de contrôle	
	Revised / Révisé	New / Nouveau	Current year / Année courante 1982-83	Upcoming yr / Année financière suivante 1983-84	Planning year 1 / Année de plan. 1984-85	Planning year 2 / Année de plan. 1985-86		Monitoring / Surveillance	Auditing / Verification
I To issue a departmental Policy in Official Languages		X	June	Revision	Revision	Revision	. P.M.C. . Personnel	July December	January
II To ensure that a sufficient number of bilingual positions and incumbents are in place to provide services to the public in both official languages	X		50%	52%	53%	55%	. Manager	July December	January
III To ensure that the regional offices in Toronto and Winnipeg can serve the francophone population in their region in the language of its choice.		X	20%	30%	40%	50%	.Regional directors	July December	January

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REVISED PLAN PLAN RÉVISÉ

Statement of departmental objective:
Énoncé de l'objectif du ministère:

Equitable Participation: Labour Canada should ensure, within the merit principle, full participation from both official languages groups at all levels.

Goals (in order of priority) Buts (par ordre de priorité)	Goals Buts		Results forecast Résultats prévus				Respons. centre Centre de respons.	Control dates Dates de contrôle	
	Revised Revise	New Nouveau	Current year Année courante 1982-83	Upcoming yr Année financière suivante 1983-84	Planning year 1 Année de plan. 1984-85	Planning year 2 Année de plan. 1985-86		Monitoring Surveillance	Auditing Vérification
To issue a departmental policy on official languages.		X	June	Revision	Revision	Revision	. P.M.C. . Personnel	July December	January
To retain the present overall number of francophone employees and to increase their representation in those groups and levels where they are under-represented.	X		29%	30%	31%	32%	. Manager	July December	January

*BC/CTC 360 61 (Rev. 8./10)

1 RCN
2 Montréal
3 Québec
4 Toronto
5 Winnipeg
6 Vancouver

FORECAST OF LANGUAGE TRAINING NEEDS
PRÉVISIONS DES BESOINS DE FORMATION LINGUISTIQUE

Types of training modes and periods / Genres de formation modalités et périodes	City / Ville	1982-83 English / Anglais	1982-83 French / Français	1982-83 TOTAL	1983-84 English / Anglais	1983-84 French / Français	1983-84 TOTAL	Supplier Pourvoyeur: LTB/PSC DGFL/CFP *C	Supplier Pourvoyeur: LTB/PSC DGFL/CFP *D	Supplier Pourvoyeur: Other (specify) Autre (préciser)	Cost Coûts ($ 000) 1982-83	Cost Coûts ($ 000) 1983-84
1 BASIC BASE												
Continuous Continu			6	6	2	4	6	C				
Full time Plein temps	Halifax 1											
4 hours a day 4 heures par jour												
- Part time - Temps partiel			2	2						Private course	3,273.75	
Intermittent Intermittent											2,700.00	
Cyclical Cyclique												
Immersion Immersion	Résibec		1	1	2	-	2	C				
After hours Hors des heures de travail												
Sub-total Sous-total			9	9	4	4	8				5,973.75	
2 DEVELOPMENTAL PERFECTIONNEMENT												
During working hours Pendant les heures de travail	1,2,4,5,6	20	19	39	39	22	61		D			
After working hours Hors des heures de travail												
Sub-total Sous-total		20	19	39	39	22	61					

*Centralized courses offered according to the LTB calendar
*Decentralized courses coming under specific agreements

*Centralisés cours dispensés selon le calendrier de la DGFL
*Décentralisés: cours faisant l'objet d'une entente spécifique

**As defined in TB/PSC circular 1981-29 (Glossary)

**Tel que défini dans la circulaire CT/CFP 1981-29 (Glossaire)

FORECAST OF LANGUAGE TRAINING NEEDS
PRÉVISIONS DES BESOINS DE FORMATION LINGUISTIQUE

Types of training modes and periods ** / Genres de formation modalités et périodes	City / Ville	1982-83 English Anglais	1982-83 French Français	1982-83 TOTAL	1983-84 English Anglais	1983-84 French Français	1983-84 TOTAL	Supplier Pourvoyeur: LTB/PSC DGFL/CFP *C	LTB/PSC DGFL/CFP *D	Other (specify) Autre (préciser)	Cost Coûts ($ 000) 1982-83	Cost Coûts ($ 000) 1983
3 SPECIALIZED SPECIALISE												
During working hours Pendant les heures de travail												
After working hours Hors des heures de travail												
Sub-total Sous-total												
4 ADVANCED PROGRAM PROGRAMME SUPERIEUR	1		1	1		2	2	C				
Sub total Sous-total			1	1		2	2					
TOTAL		20	29	49	43	28	71				5,973.75	
RELATED SPECIALIZED SERVICES SERVICES D'AIDE SPECIALISEE *												
1) Development of teaching material Elaboration de matériel didactique		—	—	—	—	—	—					
2) Tests, measurement and evaluation Test mesure et évaluation		50	70	120	55	75	130					

*Centralized: courses offered according to the LTB calendar
*Decentralized: courses coming under specific agreements

**As defined in TB/PSC circular 1981-29 (Glossary)

*Centralisés: cours dispensés selon le calendrier de la DGFL
*Décentralisés: cours faisant l'objet d'une entente spécifique

**Tel que défini dans la circulaire CT/CFP 1981-29 (Glossaire)

TBC CTC 360 *3 (81/10) B

POOR

QUALITY

ORIGINAL